The Center for Information Technology (CIT) provides technology leadership and support to Hampton University and serves as the primary source of information technology services and support for students, faculty, staff, and researchers. The Harvey Library houses the CIT which manages Hampton University’s main computer lab and computer help desk known as the Academic Technology Mall (ATM). Other departments under the CIT include the Data Conversion Management Lab (DCML), Media Productions, and Network Services. Services and resources include (but are not limited to) operating and maintaining the HU network, protecting the integrity of the University’s data and critical administrative systems, and operating the student computer lab (ATM).

This guide will provide new students with instructions for the following technology services and resources: ATM/Student Help Desk Support, InfoTech, Password Manager, HUNet Administrative Services, MyCampus Portal, Email Account, Blackboard, Library Resources, and Atomic Learning.

**Academic Technology Mall (ATM)**

The ATM is responsible for the support and maintenance of end-user computer systems. This includes centralized support for computer accounts, CIT-managed computer labs, software distribution, and on-site computer and network support for Hampton University’s students, faculty, and staff. The ATM is located on the 5th floor of the William R. & Norma B. Harvey Library.

ATM Computer Lab Hours:
*Monday-Thursday:* 8:30am-11:45pm; *Friday:* 8:30am-4:45pm; *Saturday:* 9:00am-4:45pm; *Sunday:* 3:00pm-11:45pm

For IT questions or concerns, please contact the ATM Help Desk:
*Phone:* 757-728-6931  
*Email:* helpdesk@hamptonu.edu

Students can also contact Mr. Perry with the Student Help Desk:
*Phone:* 757-728-6921  
*Email:* aubrey.perry@hamptonu.edu
InfoTech

Your InfoTech account will allow you to login to several systems on campus such as:

- Campus Computers
- My Campus Portal
- Blackboard
- Campus WiFi
- University’s Library Database
- Atomic Learning

**The default login information is:**

**Username:** firstname.lastname (period in between first and last name) *i.e. John.Smith*

**Password:** first initial + last initial + last 4 digits of HUID# *i.e. js1234*

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**Note**

You will be prompted to change your password immediately for security reasons. Every 90 Days you will be required to change your InfoTech password. If you cannot login or have forgotten your InfoTech password, please contact the ATM or Student Helpdesk.

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Password Manager

All Hampton University students must first register in the Password Manager system in order to manage their InfoTech passwords, connect to network based services such as email and remote library access, and to obtain login assistance. **You will not be able to utilize Password Manager when you need assistance, unless you have previously registered.**

**To Access Password Manager:**

1. Click on Current Students
2. Look for Quick Links
3. Click on Password Manager
4. To find your account/register, the student finds his or her name. The system will auto-prompt for registration.

You can also access Password Manager directly at https://hupasswordmanager.hamptonu.edu/pmuser

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**It is highly recommended that students immediately change their password.** Passwords should adhere to industry accepted complexity standards: A mix of upper and lower case letters, use at least two numbers and two special characters, not use a word that can be found in a dictionary, and have a minimum length of 8 characters. Example: rHUN3tL0g!n*.

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**Note**

If you change your InfoTech Password, you are also changing the password for MyCampus Portal, WiFi, Library Resources and Campus Computers. These systems all require the same password. In addition, if you access any of these systems via your cellular device, you **must also change your password for the system on your cellular device.**
HUNet Administrative Services

HUNet Administrative Services is an online service that allows current students to update personal information, register for classes, and view their official grades.

In addition to your HU ID#, you will need a 6 digit PIN to log into HUNet. **If you did not receive your PIN, contact the Registrar’s office to obtain this information** (757-727-5323 or registrar@hamptonu.edu).

In order to register for classes, all students must consult with their Academic Advisor before registration to obtain course approval. Each term, the department’s Academic Advisor will provide students with a registration advisement pin number in order to register for classes through HUNet.

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**How to Log into HUNet**

1. The HUNet link is located on the **Current Students** page of the Hampton University website at [https://mycampus.hamptonu.edu](https://mycampus.hamptonu.edu).
2. Click on **HUNet Administrative Services**
3. Click on **Enter Secure Area**
4. Type in your User ID and Password
   a. **User ID = 8 digit HU ID#**
   b. **PIN = 6 digit PIN#**

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**Note** If you have forgotten your PIN and created your security question/answer, you can use the “Forgot PIN” option.

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The MyCampus Portal is an online system that provides single sign-on access for enrolled students to Email, Blackboard, Administrative Services and more. University announcements and campus events can be found here also.
How do I Log into the MyCampus Portal?

The MyCampus Portal link is located on the Current Students page of the Hampton University website at https://mycampus.hamptonu.edu.

The login information for MyCampus Portal is:

Username: 8-digit HU ID# i.e. 12345678
Password: Your InfoTech Password

Hampton Email Account

All students must use the Hampton University email system for electronic correspondences with Faculty and Administrators. Hampton University Faculty and Administrators will only correspond with you through your University email account.

How do I Log into my Hampton Email?

1. Log into the MyCampus Portal
2. Click on My Gmail

What is my Email Address?

Your email address is as follows: firstname.lastname@my.hamptonu.edu

Exception: If you have the same first and last name as another Hampton University student, there may be a number included in your email address.

Note After you log into your Gmail account, you can view your complete email address in the upper left hand corner of the screen.
Blackboard

Blackboard is our Online Learning Management System. You will be able to access content for courses such as syllabi and assignments, participate in online discussions with instructors and classmates, submit assignments, and take online exams.

How do I Log into my Blackboard account?

Access Blackboard via the MyCampus Portal (recommended)

You can also access Blackboard directly at: https://courses.hamptonu.edu

The default login information is:

Username: 8-digit HU ID#
Default Password: first initial + last initial + last 4 digits of HU ID# (lowercase letters)

Note: Blackboard Accounts do not expire, lockout, or require you to change your password after a certain amount of time. However, it is highly recommended that you change your password immediately for security reasons.

Blackboard Support

Blackboard Support is located on the 5th Floor of the Harvey Library. Blackboard Support can also be contacted by:

- Phone: 757-728-6574
- Email: BBSupport@hamptonu.edu
- Website: http://bbsupport.cit.hamptonu.edu/contact

Blackboard Course Availability

Students typically have access to their Blackboard course 24 hours before the class begins. Students who register for a course after the start of the session will be able to access their Blackboard course 24 hours after their registration has been processed. If your course(s) is/are not visible in Blackboard, please contact your instructor first to ensure they have made the course available.

Blackboard Training

- Online Videos/Tutorials: https://help.blackboard.com/Learn/Administrator/Hosting/Watch_Videos/Blackboard_Videos_for_Students
- Atomic Learning: Log in using directions on page 8 of this guide and Search for Blackboard
- One-on-One Training can be requested via email at BBSupport@hamptonu.edu

Hampton University’s Center for Information Technology | cit.hamptonu.edu | Fall 2017
Hampton University Library Resources

Hampton University’s libraries include the William R. and Norma B. Harvey Library (main branch) and satellite units in the Department of Architecture, the Department of Music and the Information Resources Center located at the Hampton University College of Virginia Beach.

The William R. and Norma B. Harvey Library is a five-story facility that houses the main library collection, including books, bound periodicals, and other materials. Students can use the library website to access online full text journals, magazines, newspapers, and e-books, and other resources both on campus and off campus. Students can use the Hampton University Online Web-based Catalog (HUWebCat) on the library web site to locate the library’s physical collection and e-books holdings.

The library provides individual study areas on each floor and also has group study rooms, individual study rooms, faculty carrels, a 24-hour study room, a vending area, and a multi-purpose meeting room seating 100. The library has an electronic classroom, a conference room and Wi-Fi connectivity. Computer access is provided through the presence of multiple desktop stations located on the first and second floors of the building.

How do I Access the Library Website?

Library Website: http://lib.hamptonu.edu

Username: firstname.lastname (period in between first and last name) i.e. John.Smith

Password: Your InfoTech password

What is Atomic Learning?

Atomic Learning is a website that has step-by-step video tutorials on common software such as Microsoft® Office, Adobe® CS6 and Blackboard®, and workshops and technology integration projects on emerging topics such as plagiarism and online courses. Available 24/7 from campus or home, Atomic Learning creates flexible learning opportunities that make it easy for learners of all ages to embrace technology and develop critical skills for success at school, at work and in life.
How can I Access Atomic Learning?

Atomic Learning can be accessed in one of two ways:

1. From the Hampton University Atomic Learning website
   (https://secure.hamptonu.edu/al/)

2. Within your Blackboard Account
   (You may need to scroll down, within the website, to see the Atomic Learning module)

How do I Log into Atomic Learning?

Your InfoTech logon information will allow you to get into the Atomic Learning website. The default InfoTech logon is:

**Username**: firstname.lastname (period in between first and last name) *i.e. John.Smith*

**Password**: first initial + last initial + last 4 digits of HU ID# (lowercase letters) *i.e js1234*